

Computer Tips and Tricks

Also available at:
www.ks-agr.org



Prepared for KDA
January 2003

All questions or comments should be directed to the manager of Information Resources and Technology or the Kansas Department of Agriculture Information Technology User's Security Guide (KDA 2001-01U) should be consulted.

Table of Contents

Empty the trash on the desktop . . .	5
Empty the trash in your email . . .	6
Delete your temporary files . . .	7
Method 2	10
Delete your temporary Internet files . . .	11
Defragment your system	14
Run scan disk	18
Run registration clean	20
Cleaning the mouse	23
Basic Windows instructions	24
Using the mouse	25
Opening windows	26
Closing windows	27
Maximize the size of a window	27
The taskbar	29
Changing the size of icons	29
Sorting files	30
Copying files	31
Moving files	32
Deleting files	32
Renaming files or folders	33
Creating shortcuts	33
Existing Windows	34
Computer FAQs	36
Computer User's Security Guide	38

Like your car, a little maintenance and care go a long way toward keeping your computer equipment running smoothly. To keep your computer running at optimum speed, routinely perform these tasks:

Empty the trash on the desktop

What is it?

Every time you delete a file from Windows Explorer, such as files on your desktop, it goes into the recycle bin. This is Microsoft's way of ensuring you don't delete things you really want to keep.



To empty the Recycle Bin:

1. Place your cursor over the recycle bin.
2. Right click with your mouse.
3. Choose "Empty Recycle Bin."

Notes:

- Recycle Bin works only with files deleted from the Windows environment, i.e., files on your C drive. Files deleted with File Manager or at the command line will not appear in the Recycle Bin.
- To open a file that is in the Recycle Bin, drag it onto the desktop and then double-click its icon.

Empty the trash in your email

What is it?

Every time you delete an email, whether from your inbox, sent folder, or other folders, the message is sent to a recycle bin in your email program. You should periodically delete these messages.



To empty the trash in your email program:

1. In the folder list, right click Deleted Items.
2. Click "Empty Deleted Items Folder" on the shortcut menu.

Better yet, you can set up your computer to automatically empty your trash.

To turn on or off automatic emptying of the Deleted Items folder:

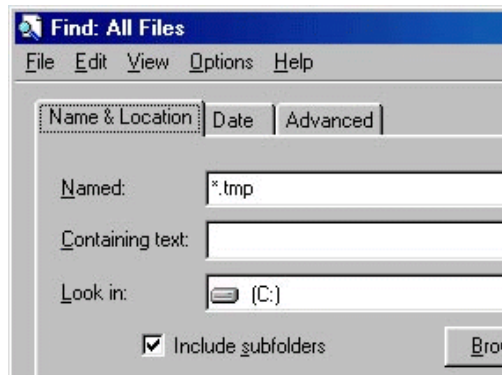
1. On the Tools menu, click Options and then click the Other tab.
2. Select the "Empty the Deleted Items folder upon exiting" check box.

Note: To be notified before you empty the Deleted Items folder, click the Tools menu, click Options; click the **Other** tab, click Advanced Options, and then select the "Warn before permanently deleting items" check box.

Delete your temporary files

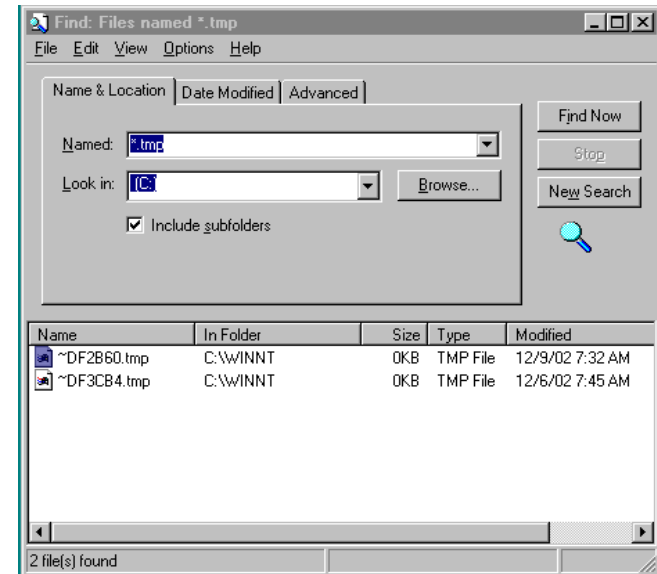
What is it?

In the normal course of your daily work, Windows uses temporary files. There are certain folders that hold these files. The folder names vary depending on your system.



1. Find the Start utility.
2. Choose Start/Find/Files or Folders to start the Windows Find utility.
3. Enter *.tmp for the file name, and make sure you have "Look in" set to the top level of the C: drive, with "Include subfolders" selected.
4. Find the files.
5. Click "Find now", and click the maximize icon to see the results.
6. Click the "Modified" bar to arrange the files by modification date, starting with the earliest.

7. Select the first file in the list by clicking the file name.
8. It should have the earliest date/time stamp in the "modified" section.
9. Scroll down to the last file in the list.



10. Hold down the <Shift> key and click the last file name. This selects everything between this file and the first one you selected.

11. Right click the list of selected files, and choose "Delete."



12. Confirm that you want to send the files to recycling.
13. Close the Find utility when you are finished.
14. When you are sure you want to permanently delete the temporary files, right-click on the Recycle Bin and select "Empty Recycle Bin".
15. Confirm the deletion, and the temporary files will be gone from your system.



Note: You may come across a file or files that Windows will not allow you to delete. This is normal, and you can safely ignore those files.

Method 2 - Deleting Temporary Files (*Windows 95/98*):

1. Close all programs.
2. Double-click on *Windows Explorer*.
3. Scroll down to the "C:\Windows" folder.
4. Double-click on the "C:\Windows" folder.
5. Scroll down to the "Temp" sub-folder.
6. Click on the top file in the "Temp" subfolder.
7. Scroll down so that you can see the bottom file in the "Temp" sub-folder.
8. While holding down the <Shift> key on the keyboard, click on the bottom file.
9. Press the **Delete** key on the keyboard. Click on **Yes** to delete the files. (Actually, the files will be moved to the Recycle Bin.)
10. If you get a message saying that the computer cannot delete a certain file, then try deleting only 5-10 files at a time. (Click on the top file, <Shift> Click on the bottom file in the 5- or 10- file block.)

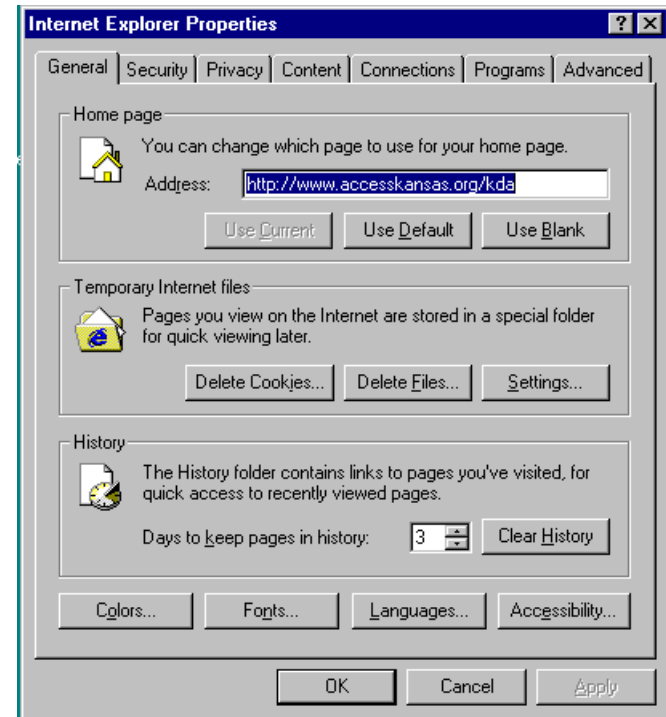
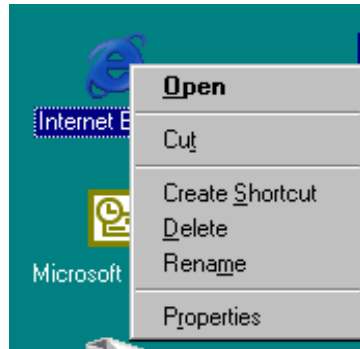
Delete your temporary Internet files

What is it?

Every time you land on a website, your browser creates a file for it and stores it on your hard drive, even if you have spent no more than a few seconds on the site. Among other things, it helps your browser load the website faster should you want to return to it later. As a result, hundreds upon hundreds of temporary Internet files called “cache” can accumulate on your hard drive. They take up space and slow the workings of your computer.

To delete your temporary Internet files:

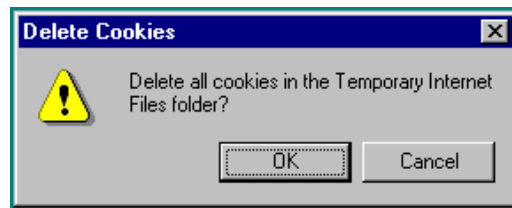
1. Put your cursor over the Internet Explorer icon and click the right mouse button.
2. Select Properties from the list of options provided.



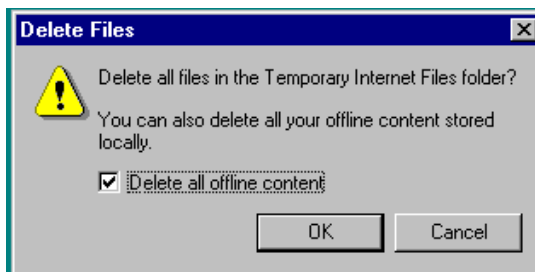
3. You will see the Internet Explorer Properties screen.
4. Under the temporary Internet files section, click “Delete Cookies.” You will receive a confirmation screen. Select ok.

Note: Some versions of Windows do not have the delete cookies option. Ignore this and continue with step 5.

5. Next, select “delete files.” Again, you will receive a confirmation screen. Be sure to click the “delete all offline content” box and select yes.



Note: Depending on the last time you cleaned your temp files, this may take several minutes.



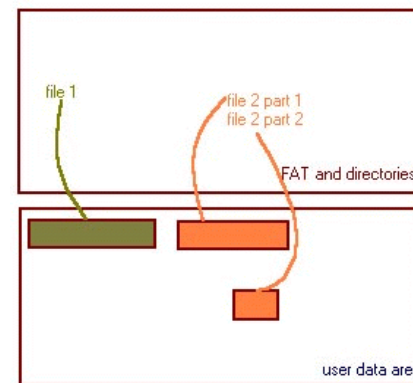
6. Finally, select ok and close that dialogue box.

Defragment your system

What is it?

A fragmented hard disk can slow your computer performance significantly. If you are performing an occasional system cleanup because you've noticed your programs and files take a little longer to run, file fragmentation may be one reason for it. This tutorial explains how and why files get fragmented,

and what it means to defragment a hard drive.



When a computer's operating system has to save a file to the hard disk, if it cannot find a large enough

space to store the whole file, it can store it in smaller pieces, called fragments. Unfortunately, Windows sometimes uses fragments even when it's not necessary. Programs that use files can't tell the difference between a whole file and a fragmented one, but accessing fragments takes a small amount of extra time.

Most people tend to accumulate more program files and data files on the main system disk as time goes on. This causes files on the disk to become more fragmented. The small amounts of extra time add together to slow down your computer. A disk that contains a lot of fragmented files with a lot of small pieces of free space between files is called a fragmented disk.

To defragment your system:

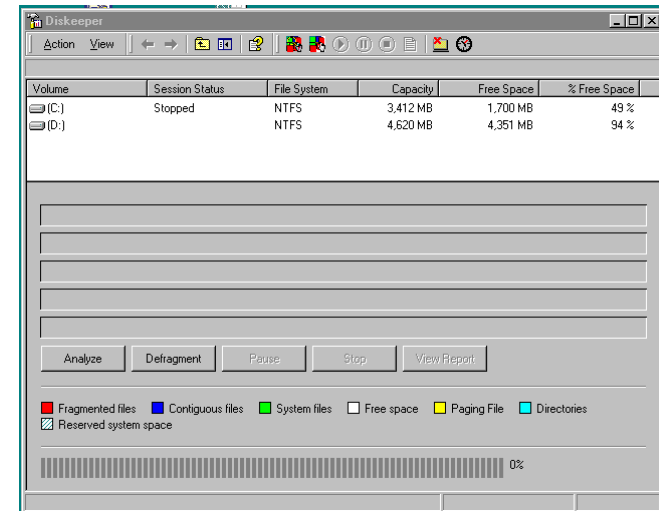
Windows NT:

1. Select Start from the taskbar.
2. Select Programs
3. Select Executive software
4. Select Diskkeeper workstation
5. Select Diskkeeper

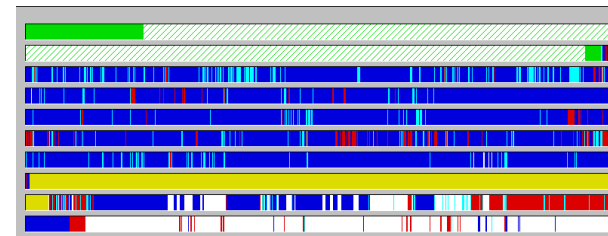
Windows 95:

1. Select Start from the taskbar.
2. Select Programs
3. Select Accessories
4. Select System Tools
5. Select Disk defragmenter

6. Wait until a time when you can do without your computer for a long time, because defragmenting is a long process. Before you go to lunch would be a good time. Close all applications and start the Disk Defragmenter program. The opening screen may vary, since the appearance has changed through different versions of the software. Choose the drive you want to defragment from the list provided.



7. It is difficult to gauge progress by looking at the status bar, so click “show details” to see the progress.



8. On the details screen you can click Legend for an explanation of the colors shown.



9. After the Defragmenter has finished, it will show any result messages, usually just a statement that it has completed defragmenting. Click Yes to stop the Defragmenter.

Run scan disk

What is it?

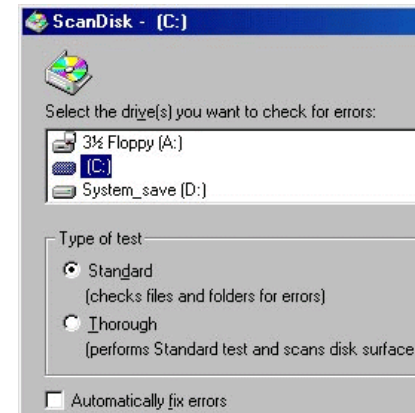
Since 1995 Windows has included ScanDisk, an easy to use tool for finding and fixing disk and file errors.

To run scan disk:

Note: This is not an option for NT workstations.

1. Start ScanDisk by choosing Start/Programs/Accessories/ System Tools/ScanDisk.

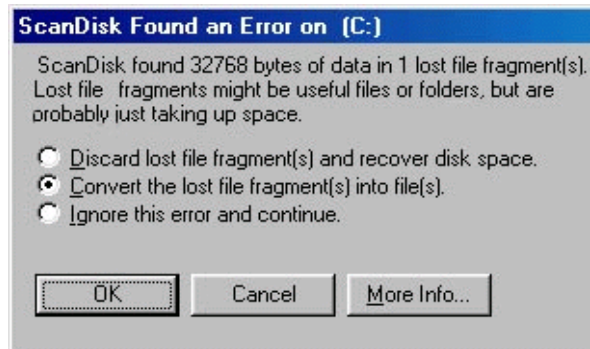
Choose your main system disk, or another local hard disk, and choose the "standard" scan option.



2. Click ok, then "Start."

ScanDisk will give you a summary screen to inform you which tests it is making.

3. If ScanDisk finds any errors while scanning your disk, choose a method of fixing them and continue.



Run registration clean

What is it?

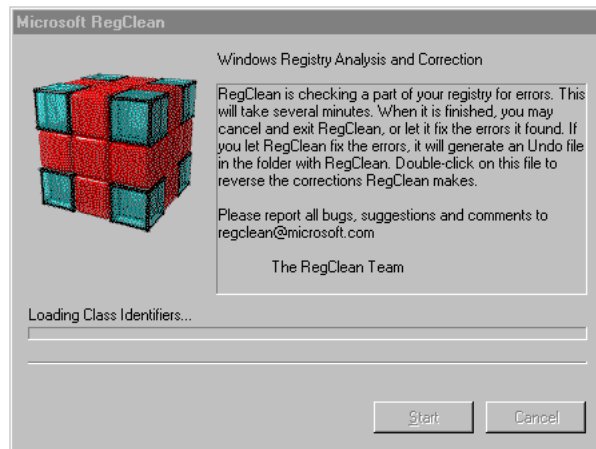
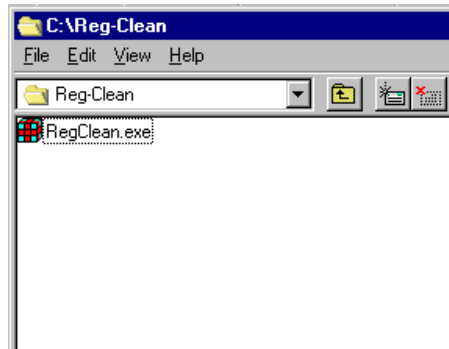
As time goes by, you install programs on your computer, use them, remove some of them, and repeat the process many times. At each step, the Windows registry gets modified. This section shows you how to make sure the registry doesn't contain wasted space or errors.

When you install a program that will run under Windows, several functions happen automatically in the registry. Environment information is entered into the registry, program files and application extensions are copied to the system disk, and shortcuts to the software are added to the Start menu and the user's desktop. The registry information must be correct for the software to run correctly.

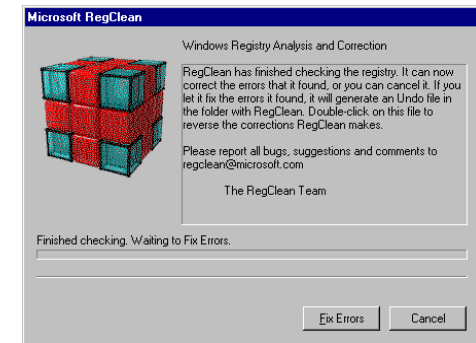
Along with software information, the registry also contains information about the Windows installation, the users on the system, and the system hardware. The registry is designed to be maintained automatically, with no direct user contact. This means that when a program modifies the registry, it is transparent to the user.

To run registration clean:

1. Click the My Computer icon.
2. Select your C drive.
3. Select the Reg-Clean folder and you will see the RegClean.exe icon.
4. When you double-click this icon, Microsoft will automatically begin Reg-Clean.



5. Once it has finished checking the system, it will ask you to fix errors or cancel.

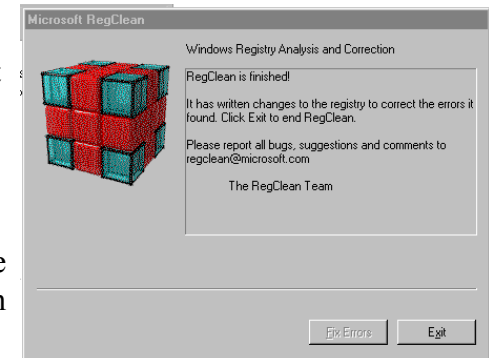


6. Select Fix Errors.

7. After the errors have been fixed, a confirmation screen will alert you that the process is finished.

8. Select Exit.

Note: Microsoft RegClean automatically makes a back-up, which will be located in the same Reg-Clean folder under the C drive. There is no need to open these folders as this will undo the process you have just done. It is recommended to keep the most recent registration clean and delete all others.



Cleaning the mouse

If you have a mouse and the mouse pointer begins moving erratically across the screen or becomes difficult to control precisely, then cleaning the mouse will likely improve its accuracy.

To clean your mouse:

1. Turn the mouse upside down.
2. Rotate the retaining ring on the bottom of the mouse counter-clockwise.



3. Remove the retaining ring and mouse ball.

4. Remove any dust, lint or dirt from the mouse ball with a soft cloth.

5. Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.



6. Replace the mouse ball and lock the retaining ring into place.

Basic Windows Instructions

Using the mouse

Single versus double clicks

1. Generally, you want to single click with the left mouse button on anything that looks like a button and double-click with the left mouse button on anything that looks like an icon (a tiny cartoon) to open or start it. [Unless otherwise stated, "click" or "double-click" below means with the left mouse button.]

Right mouse button

1. Use a single click with the right mouse button on any blank area on the Desktop to bring up a menu pad that allows you to change the color of or turn on the screen saver for the Desktop.
2. Use a single click with the right mouse button on a blank area of the Task Bar (the gray strip at the bottom of the screen) to bring up a menu pad that allows you to minimize the size of all open windows, or tile, or cascade the windows (tile means to arrange the open windows into equal areas like your bathroom tiles; cascade means to stack them all so their upper left corners, for example, are all on a diagonal).


Selecting multiple items, files, folders, etc.

1. In *Windows Explorer*, or on the Desktop, if you want to click on more than one file and they are not in one block, you can hold down the **Control** key and click on the files you want to highlight. Or, you can click on one file, and then, while holding down the <**Shift**> key, you can click on a file further down the list if you wish to select those two files and all the files in between. To open *Windows Explorer*, right click on the **Start** button at the bottom, left-hand corner of the screen, then click on **Explore**.


Opening windows

1. Double click on the icon to open the file, program or folder. You can move the position of the window on the Desktop by clicking on and dragging the color bar that runs all the way across the top of each window. This color bar is called the "Title Bar."

Closing windows

1. You can completely close and get rid of a window by clicking on the **X** button at the top, right-hand corner of the open window, although it is a good practice to select - File, Close if available. 
2. You can minimize a window to a button on the Taskbar by clicking on the button that has what looks like an underline or underscore (_) character on it. Notice it is now on the gray taskbar at the bottom of your screen.

Maximizing the size of a window/ restoring the size of a window to its original size

1. You can make the window completely fill the screen by clicking on the button that looks like a square with a bar along the top (the middle button). 
2. After doing the above, you will see a different button where the **maximize** button was. This is the **restore** button.

3. Click on this button to restore the window to its original size (slightly smaller than full-screen) so you can see the *My Computer*, *Recycle Bin*, *Inbox* and *Microsoft Network* icons on the Desktop again.

The taskbar



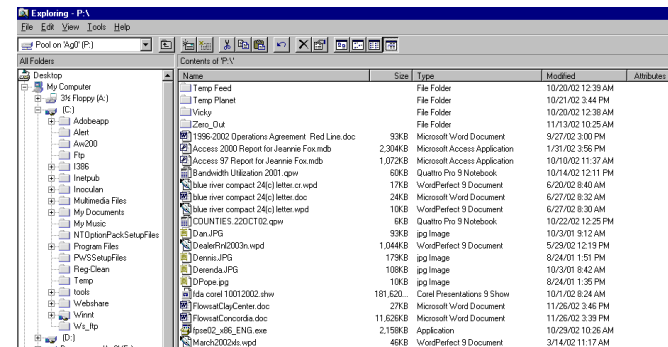
1. The Taskbar at the bottom of the screen displays which programs and/or windows are open. You can quickly move a window in the background forward on the screen by clicking on these buttons.

Changing the size of icons

1. Double click on the *My Computer* icon, then on the *C: Drive* icon.
2. If you want to see larger icons associated with each file, click on **view** at the top of the screen and then on **large icons**.
3. If you want to see more information about each file, click on **view** and then on **details**. To see just the file names, click on **list**.

Sorting files

1. To sort files by:
 - a. Name: Click on the **name** button above the list of files.
 - b. Size: Click on the **size** button above the list of files.
 - c. Type: Click on the **type** button above the list of files.
 - d. Age: Click on the **modified** button above the list of files.



Copying files from one folder to another

1. Copying to another folder on the C: drive (Hard Disk):
 - a. Click on the file you want to copy with the left mouse button to highlight it.
 - b. Click and drag the file with the right mouse button to where you want to copy the file.
 - c. Release the right mouse button.
 - d. Click on **Copy Here** with the left mouse button.
2. Copying to a floppy disk:
 - a. Highlight the file you want to copy and then click on **File**.
 - b. Click on **Send to** and then **3½" floppy (A)**.



Moving files

1. Copying a file leaves the file in its original location and generates a copy in the destination folder. To move a file from its location and not leave a copy behind, use your right mouse button to click and drag the file and then click on Move Here on the menu pad that pops up on the screen when you release the right mouse button.

Deleting files or folders (the recycle bin)

1. Highlight the file/folder you want to delete by single clicking on it and then press the **delete** key on the keyboard. Click on **Yes** on the "Confirm Delete" dialog box that pops up on the screen.
2. If you want to permanently delete a file, hold down the <**shift**> key while pressing the **delete** key. Release the <**shift**> key.
3. If you want to bring back a file you have deleted, double click on the *Recycle Bin* icon on the Desktop. Click once on the file you want to undelete, then click on **file** and **restore**. The computer will automatically place the restored file back in its original location.

Renaming files or folders

1. Click on the file or folder you want to rename.
2. Click on **file** at the top of the screen, and then on **rename**.
3. Type in a new file name.
4. Press the **enter** key, or just click anywhere else.

Note: When renaming files use care not to rename the extension of a file. Doing so may render the file unusable.

Creating shortcuts

1. Highlight the file or program that you want to make a shortcut to, and then click on **file** and **create shortcut**. Then click on and drag this shortcut icon to the Desktop, or into any other window or folder.

Exiting *Windows*

1. Click on the **start** button, then click on **shut down**. Then click on **yes**. When you see a message on the screen that says "You can now safely turn off your computer," you can turn off the power. If the computer is a newer one, it will shut down by itself.

Computer Frequently Asked Questions

Q. Why won't my computer shut down, or why does it take so long to shut down?

A. Empty your temporary files. This may speed up your computer's processing time.

Q. When downloading a file, I am asked for my domain. What do I use?

A. KDA

Laptop Questions:

Q. Why was I able to use Outlook before and now I can't?

A. KDA recently upgraded to a newer version of Outlook. Contact IRT for a service update.

- One solution is to access your email account using the Internet and logging onto www.ks-agr.org and then onto your email.
- To help IRT staff, test your phone line by logging on when you are at another telephone line.

User's Security Guide

Q. My computer battery doesn't last very long.

A. It could be a bad battery. To find out, try this:
run the battery all the way down and recharge it
fully for 6 to 8 hours. If this does not solve your
problem, consult the IRT help desk.

Note: It is a good practice to periodically run your
battery all the way down by leaving it on until the
battery is empty and then fully recharge it.

IRT Contacts:

Phone: (785)-368-7385

Email: IRT-help@kda.state.ks.us

General Policy

1. Information produced by state employees belongs to the state of Kansas and the level of protection will be commensurate with its value.
2. Employees, agents, contractors and vendors are responsible for understanding and complying with the security policies set forth by the state.
3. Agency resources are to be used only to conduct state government business, except as directed by management.
4. All computer software programs, applications, source code, object code and documentation are the property of state government and will be protected as such. This includes:
 - a. development by employees in the course and scope of their employment or with the use of agency equipment, materials or other resources
 - b. development by contract personnel acting under a contract, unless otherwise specified.

5. The following log-in warning may be displayed on all agency computers:

“Warning: this technology is provided for official state business only. Inappropriate use (including but not limited to the email system and the Internet) may result in monitoring. Inappropriate use may result in the proposal of disciplinary action up to and including termination of employment in accordance with K.S.A. 75-2949e(a)(3) and other appropriate statutes. System-wide checks will be conducted on a periodic basis to assure that pornographic sites are not being utilized. Internet/email activity of this highly inappropriate nature that is substantiated will result in the proposal of termination of employment.”

6. No personal computers should be used for access to resources unless they are specifically authorized.
7. It is a policy violation to copy proprietary software.
8. Only agency approved and licensed software may be used to conduct state business.

9. PCs must use virus detection and eradication software to scan for viruses. Enable the auto update feature if available. Disabling virus protection software is not recommended.
10. Never download or start any program from an external source until you have verified it does not contain a virus.
11. Using software that allows remote access/sharing functions is not authorized.
12. Do not leave agency portable computers unattended without anti-theft devices.
13. Dial-in access should be established through the KANS-A-N dial-up network.
14. Do not use diagnostic or monitoring tools without proper authorization.
15. Files and messages sent or received using agency resources are not private communications. For job-related reasons, authorized personnel may inspect and monitor the use of equipment and resources.

16. Remember that external systems such as the Internet and email are not secure. Use appropriate caution. Even when messages or files are deleted or erased, it is still possible to recreate the original message or file.
17. Nonpublic, confidential or protected information may not be sent through the Internet or email unless encrypted by an approved method.
18. Inappropriate use of equipment may subject an employee to disciplinary action up to and including termination of employment.

Responsibilities -

19. Data owners
 - a. The person(s) responsible for collecting, ensuring protection of and authorizing access to data. The owners of data should avoid risks to the integrity, confidentiality and availability of information systems data and resources.
 - b. The data owner is responsible for:
 - i. approving all access to resources under his or her responsibility.

- ii. judging the asset's value and labeling the data as such.
- iii. ensuring compliance with applicable control through regular review of data classification and authorized access.

20. Custodians

- a. The person(s) with responsibility to manage, handle or protect access to data as delegated by the data owner. Such delegations shall be in writing.
- b. Custodians are responsible for:
 - i. the safety and integrity of data within their custody.
 - ii. implementing the controls specified by the data owner.
 - iii. providing safeguards for information resources.
 - iv. administering access to the information resources and making provisions for timely detection, reporting and analysis of unauthorized attempts to gain access to information resources.

21. Users

- a. The people using state information assets for business purposes. This means that the user must protect such information resources.
- b. Users are responsible for:
 - i. using the resources only for the purpose specified by the owner.
 - ii. complying with controls established by the owner or public law.
 - iii. preventing disclosure of sensitive information.
 - iv. reporting suspected security violations immediately to their supervisors with supervisors reporting to the director of information resources and technology.
 - v. any and all activity initiated by their email ID, user ID or personal workstation.
- c. User Accountability
 - i. Passwords are pre-stored combinations of characters used to authenticate the identity of an individual and to restrict or grant specific privileges.
 - ii. Always verify the identity of anyone requesting information that is classified as

nonpublic. Notify management of unauthorized persons attempting to obtain this information.

d. Data Owner Accountability

- i. Access authorization or removal must be communicated to the director of information resources and technology. In addition, removal notification must also be provided to the personnel department.

